

**UNEMPLOYMENT  
INSURANCE  
AGENCY**

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# FILING UNEMPLOYMENT CLAIMS BY TELEPHONE

The Unemployment Insurance Agency (UIA) has two methods that unemployed workers can use to apply for unemployment benefits – by telephone and by Internet. This fact sheet offers general information about applying for unemployment benefits by telephone.

## Telephone-Filed Claims

Unemployed workers in the state can file their new unemployment claims or reopen established claims by dialing a special toll-free telephone number:

**1-866-500-0017**

This special telephone number is available to those calling from any area code in Michigan as well as throughout the United States and Canada.

UIA has established a schedule for jobless workers to follow when filing their unemployment claims by telephone. The schedule is based on the last two-digits of their Social Security numbers. If callers miss their scheduled call-in times, they can call anytime between 8:00 a.m. and 4:30 p.m. Eastern Standard Time on Thursday or Friday.

Time	Monday	Tuesday	Wednesday	Thursday / Friday
8:00 a.m. to 12:30 p.m.	00 – 15	34 – 48	67 – 81	Open call-in
12:30 p.m. to 4:30 p.m.	16 – 33	49 – 66	82 – 99	

For example, jobless workers with a Social Security numbers ending in 55 file their unemployment claims by telephone on Tuesday between 12:30 and 4:30 p.m.

Once a caller completes the process of applying by telephone, which takes about 30 minutes, the individual will hear a confirmation number, which means the information has been received, and the claim will be processed. Within 10 days, the caller should receive information by mail about the claim.

## Information needed when filing an unemployment claim

When filing unemployment claims, callers will need the following information:

- Social Security number;
- A PIN used to call MARVIN for an existing claim or previous claim, or a driver's license or state ID number (A PIN is desired but not required when filing by telephone);
- Complete mailing address with zip code;
- A telephone number;
- County of residence;
- For non-U.S. citizens or nationals, an alien registration number and the expiration date for the work authorization, and

- For each employer they have had over the last 18 months:
  - Employer's name and address,
  - Last day of work with each employer, and
  - Earnings for each calendar quarter during the last 18 months

## Certify through MARVIN

After the claim is filed, jobless workers must remember to certify as to their eligibility for benefits once every two weeks by contacting the agency's MARVIN system on their appointed day and time. MARVIN Online can be accessed at [www.michigan.gov/uia](http://www.michigan.gov/uia) by selecting the link entitled "Certify with MARVIN Online" or by calling the toll-free telephone number at **1-866-638-3993**.

## Questions?

If you have questions about or problems with your unemployment claim and have filed your claim either by telephone or Internet, you can inquire about your claim online at [www.michigan.gov/uia](http://www.michigan.gov/uia) by selecting the link entitled "UIA Online Services for Unemployed Workers" or by calling our telephone-filed claims hotline at **1-866-500-0017** for assistance on weekdays from 8:00 a.m. to 4:30 p.m.

If you have general questions about unemployment insurance in Michigan, visit the Unemployment Insurance Agency's website at [www.michigan.gov/uia](http://www.michigan.gov/uia).



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